



## Compliance Hotline Procedure

The purpose of the Compliance Hotline is intended to allow for reporting suspected compliance issues, such as, fraud, waste and abuse, and other misconduct such as inappropriate billing, coding, and documentation, improper claims submissions, HIPAA and patient privacy issues, conflicts of interest, and violations of the Code of Conduct of a Program. Without assistance from the AIYH community, it is impossible for the organization to know about every possible compliance issue and take corrective action.

If a violation is suspected, the following steps should be taken:

1. Call the Corporate Compliance Hotline at (585) 392-1118 x103 or via email:

[corporatecompliance@angelsinyourhome.com](mailto:corporatecompliance@angelsinyourhome.com)

2. When making a report, identify the Who, What, When, Where, and How of the alleged compliance issue.
3. If willing to self-disclose identity and not remain anonymous, fill out [corresponding reporting form](#) and submit to the Corporate Compliance Officer. If unwilling to self-disclose and remain anonymous, no further action is required.

Corporate Compliance Officer Contact Information:

Corporate Compliance Officer- Ashley Vail

Corporate Compliance Officer Direct Line: (585) 392-1118 x140

Compliance Hotline: (585) 392-1118 x103

Corporate Compliance Email: [corporatecompliance@angelsinyourhome.com](mailto:corporatecompliance@angelsinyourhome.com)

Contacting the Corporate Compliance Officer/Hotline is available 24 hours a day, 7 days a week. The Corporate Compliance Officer is responsible for monitoring the Compliance lines of communication. Minimally, the Compliance communication lines are checked 1 time per day. All reports made to the



Compliance Hotline/Email are to be follow-up on, minimally, within 48 hours and a final conclusion or findings, in writing within 15 days of report made.